

HUMAN RESOURCES ANALYST
SENIOR HUMAN RESOURCES ANALYST

Class No. 002435
Class No. 002436

DEFINITION:

To perform technical and professional personnel work in the Human Resources areas of recruitment, classification, compensation, labor relations, benefits, employee and organizational development, workers' compensation, and risk management/loss prevention; and to perform related work as required.

DISTINGUISHING CHARACTERISTICS:

Human Resources Analyst is a professional human resources analyst/officer class series responsible for a wide variety of analytical, operations and administrative tasks in a human resources field. Positions in these classes are allocated to the Department of Human Resources. This class series differs from the Administrative Analyst class series in that the latter provides administrative and analytical support in the areas of budget and facility operations. This class series differ from Departmental Personnel Officer in that the latter typically provides a variety of departmental level support in the areas of payroll, selection, discipline, and policy interpretation.

Human Resources Analyst: This is the journey-level class in this series. Under general supervision, incumbents in this class provide personnel services in the areas of recruitment, classification, compensation, labor relations, benefits, employee and organizational development, workers' compensation, and risk management/loss prevention. These services are provided to county operating departments, offices, and agencies.

Senior Human Resources Analyst: This is the lead-level class in this series. Under general direction, incumbents in this class perform the most difficult and complex personnel work and provide leadership on County-wide personnel projects as project manager and/or supervisor. This class differs from the next higher class of Human Resources Services Manager in that the latter is a division manager in the unclassified service.

EXAMPLES OF DUTIES:

Recruitment and Selection: Designs, develops and administers selection tests (e.g., training and experience evaluations, multiple choice tests, structured interviews, writing exercises, and assessment centers/performance tests); conducts item construction and analysis; designs and carries out recruitment plans; reviews test results; responds to formal appeals; establishes employment standards and writes examination announcements; reviews and screens applicants; reviews personnel transaction paperwork for quality assurance and approval; collects and analyzes statistical data; provides authoritative interpretation for a wide variety of human resource support materials such as: Civil Service Rules, County Charter, Compensation Ordinance, Administrative Code; and provides consultative services to departments and employees.

Classification and Compensation: Conducts job analysis and job evaluation; conducts classification and reclassification studies; designs, conducts and analyzes validation studies and compensation surveys; writes class specifications, allocates positions, and makes salary recommendations; collects and analyzes statistical data; generates ad hoc reports on personnel matters and statistics for executive management in support of labor relations and policy considerations/decisions; recommends bargaining unit and salary levels; responds to appeals; provides consultative services to departments and employees; prepares board letters, special reports, written and electronic presentation materials; provides authoritative interpretation for a wide variety of human resource support materials

such as: Civil Service Rules, County Charter, Compensation Ordinance, Administrative Code; and performs related work as required.

Benefits: Analyzes benefit plans underlying financial structure and makes recommendations regarding financing of plans; coordinates and administers various employee insurance benefit plans such as health, dental, life, flexible spending, deferred compensation, short-term and long-term disability; gathers and prepares statistical analyses of benefit costs and trends; develops creative and innovative recommendations about new benefits and enhancements to existing plans; brings unfavorable trends to the attention of management; conducts audits of individual plan payments and contributions for adherence to plan provisions; may conduct in-house surveys; resolves employee benefits concerns; and serves as liaison between the employee or dependent and the plan administrator when necessary.

Employee and Organizational Development: Provides consulting to County departments on employee and organizational development issues; develops instruments to assess individual changes in knowledge, skills, abilities, behaviors and results; facilitates group discussions to reach desired outcomes; helps individuals and groups assess competencies, goals and career plans; prepares written learning and instructional materials, scripts, teaching guides, etc.; directs structured learning experiences; applies computer technologies to learning experiences; and provides logistical support for learning events.

Workers' Compensation: Reviews, investigates, and processes reports and claims concerning on-the-job injuries or job-related illness of County employees; analyzes work injury circumstances to determine merit and estimate probable/potential financial impact; responds to inquiries from employees, rehabilitation counselors, doctors and legal professionals; prepares cases for legal defense; arranges disability evaluation appointments and maintains medical control; rates permanent disabilities per California Rating Schedule; approves payment for medical services, temporary and permanent disability allowances and awards; analyzes investigative reports, police reports and pursues subrogation recovery; represents the County at Workers' Compensation Appeals Board hearings and in Small Claims Court; evaluates and pursues potential recovery of damages from responsible third parties; recommends approval, denial and adjustment of claims and requests for injury leave; initiates reports and notices as required by the Workers' Compensation Appeals Board in a timely manner to minimize County costs; develops, maintains and analyzes statistical data on claims expenditure trends and provides appropriate reports and recommendations based on such analysis; stays current on Workers' Compensation and civil claims litigation.

Risk Management/Loss Prevention: Helps administer and implement the County's Injury, Illness Prevention Program (IIPP) by developing comprehensive employee, safety, health, and accident prevention programs, policies, and procedures; reviews and monitors County departments training programs and schedules to ensure that departments are providing required training on IIPP subjects; ensures compliance with local, state, and federal safety laws, including Occupational Safety and Health Administration (OSHA) and CAL-OSHA regulations; performs facilities inspection and evaluates working conditions/procedures and makes recommendations regarding appropriate safety policies, equipment and materials; works with Workers' Compensation division staff to review and investigate incidents of employee accidents, injuries, and illnesses; analyzes trends in the types and frequency of injuries and accidents in order to develop preventive measures and training; keeps current on federal and state occupational safety legislation as well as other loss prevention related information.

Senior Human Resources Analyst (All of the duties listed above including):

Recruitment and Selection: Designs and administers complex assessments including multiple-phase processes; designs and implements new selection systems for series of classes; trains and provides leadership and consultation to lower-level staff on recruitment assignments; leads/manages special projects/assignments such as working in conjunction with the Civil Service Commission on discrimination complaints and civil service rule reforms; and provides consultative services to departments and employees.

Classification and Compensation: Designs and implements organizational assessments; trains and provides leadership and consultation to lower-level staff on classification and compensation assignments; leads/manages

special projects and assignments (e.g., develops systems to generate personnel statistics, oversees the preparation of board letters, oversees the maintenance of the Compensation Ordinance, class specifications and compensation data bases and division reports); and provides consultative services to departments and employees.

Labor Relations: Reviews research for bargaining proposals; presents costing information to management in response to issues being negotiated; participates in the negotiation process with unions; and makes recommendations to management regarding the resolution of union management disputes.

Benefits: Leads third party benefit plan contract negotiations; participates in budget planning for fiscal year financing, including self-insured plans; serves as a project leader to design and structure new programs and improve existing employee benefit plans; analyzes surveys of benefit programs offered by other organizations; and ensures that benefits are competitive and up to date with current trends.

Employee and Organizational Development: Develops administrative structures to monitor and report on employee and organizational development activities; defines differences between desired and actual performance, specifies corrective action; and develops long-range development plans to support County strategic plans.

Workers' Compensation: Carries a specialized, high volume, complex Workers' Compensation case load; trains, directs and reviews the work of subordinate professional and paraprofessional staff performing case management support duties; monitors monetary reserves of cases and advises Manager of changes and necessary fund supplements; performs special projects such as statistical work analysis, studying and recommending application programming enhancements and conducting special training in area of expertise regarding reporting/legal requirements.

Risk Management/Loss Prevention: Assists in training subordinate staff; coordinates program activities with Environmental Health and other County departments.

MINIMUM QUALIFICATIONS:

Knowledge Level: T = Thorough; G = General; -- = Not Applicable

Classification Level: I = Human Resources Analyst
II = Senior Human Resources Analyst

Knowledge of:

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G	T	Public personnel administration methods, techniques and related terminology.
G	T	Data collection and statistical methodology.
G	T	Recruitment strategies and methods.
G	T	Staffing patterns and organization structures common to public sector agencies.
G	T	Validation and test development principles.
G	T	Principles of public personnel administration, systems, practices and organizational development.
G	T	Techniques, methods, and concepts for developing clear, concise, and accurate information about work components, terminology, and worker requisites.
G	T	Procedures to develop, write, construct, and validate job-relevant recruitment/selection plans and instruments.
G	T	Theories, principles, and functions of county government on matters of personnel and organizational administration.
G	G	Legal authority, limitations, and practical implication of rules, provisions, and procedures governing public personnel management.

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| G | G | Statistical methods and concepts to interpret and analyze numerical data required for formulating logical conclusions on a quantitative basis. |
| -- | G | Principles and theory of effective supervision and personnel management. |

Knowledge Required Specific to Workers' Compensation and Risk Management/Loss Prevention:

- Terminology used in the medical profession relevant to occupational injuries and diseases.
- California Labor Code provisions and case laws governing Workers' Compensation.
- California Motor Vehicle Code.
- Effective claims management and office procedures.
- Practices and procedures of claims management including investigation, evaluation and settlement strategies.
- Environmental health issues, (e.g., hazardous waste management and asbestos abatement).
- Fleet and heavy equipment usage.
- Federal and state safety regulations (e.g., OSHA, Cal-OSHA).

Skills and Ability to:

The following skills and ability apply to all classes:

- Collect and analyze facts and information.
- Interpret and follow regulations, procedures, ordinances, official documents and case laws.
- Write various types of reports, plans and instructions.
- Produce work products using computerized equipment and records.
- Evaluate quantitative and qualitative information.
- Prepare recommendations and design plans for studies.
- Communicate effectively (orally and in writing).
- Prepare and interpret organizational data/information.
- Negotiate solutions to personnel problems.
- Enter and retrieve data from a computerized record keeping system.
- Prioritize and respond to a multitude of tasks/assignments in a timely manner.
- Establish and maintain effective working relationships with representatives from a broad spectrum of occupations, various levels of management, and the general public.

Senior Human Resources Analyst (in addition to the above):

- Interpret rules, regulations, and guidelines governing the functional responsibilities of a public personnel agency in gathering and imparting information.
- Analyze personnel problems and recommend practical solutions.
- Perceive organization and political implications of decisions and make recommendations on technical personnel matters.
- Prepare and present concise, logical, oral, and written reports.
- Explain policy, procedures, and recommendations in a variety of technical personnel issues.
- Train, supervise, and evaluate subordinates.

EDUCATION/EXPERIENCE:

Education, training, and/or experience which demonstrates possession of the knowledge and skills stated above. An example of such education/experience is: possession of a bachelor's degree from an accredited college or university (a degree in personnel management, industrial/organizational psychology, public administration, business administration, occupational health and safety, industrial engineering, health sciences or a related field is highly desirable); AND,

Human Resources Analyst:

One (1) year of professional personnel/human resources experience in recruitment, classification, compensation, labor relations, benefits, employee and organizational development, or workers' compensation, or risk management/loss prevention.

Senior Human Resources Analyst:

Three (3) years of personnel/human resources experience which must have included at least one (1) year of professional journey-level experience in recruitment, classification, compensation, labor relations, benefits, employee and organizational development, workers' compensation, or risk management/loss prevention.

Notes (Apply to all classes listed above):

Relevant professional level experience in personnel/human resources may substitute for the education requirement on a year-for-year basis; OR, completion of appropriate course work from an accredited college or university may substitute for the experience requirement on a year-for-year basis.

SPECIAL NOTES, LICENSES, OR REQUIREMENTS:

License:

A valid California Class C driver's license is required at time of appointment or the ability to arrange transportation for field travel. Employees in this class may be required to use their own personal vehicle.

Probationary Period:

Incumbents appointed to permanent positions in this class shall serve a probationary period of twelve (12) months (Civil Service Rule 4.2.5).